

Julie Loppe-Peyrin
Vice President Marketing

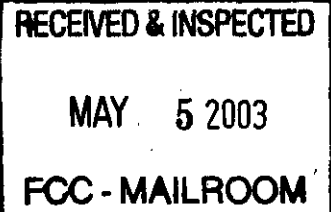


Teleperformance USA
GLOBAL TELEMARKETING & TELESERVICES SOLUTIONS

Teleperformance USA
176 North 2200 West
Salt Lake City, UT 84116
Telephone: (801) 359-6843
Fax: (801) 359-6855
E-mail: julieLP@tpusa.net

4/24/2003

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554



Ref: **CG Docket No. 02-278**
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Sir or Madam

I am very concerned about **CG Docket No. 02-278**, if this passes it could have drastic effects on and throw out **communities** as well **economy**. My History Teacher's have told me in school that **America used to be more about industries and factories**, but in our times now they have been replaced by **customer service and telemarketing sales**,

I live with my **brother-in-law**, my **sister** with my **little niece**. My **brother-in-law** and I both work at a **customer service and telemarketing companies**, our pay checks help support my **sister**, my **niece** and my future **plans of becoming a missionary**, if **CG Docket No. 02-278** passes we may not have enough money to support the **family** Plus my plan's on serving as a **missionary to my church** may have to be on hold. Because my family have volunteered to help me with my **plans of becoming a missionary**. My **brother-in-law** will need a job for the 2 years that I will be serving,

I work in **Salt Lake City** as a **QA Specialist** or **Quality Assurance Specialist** my job is to make sure the sales reps are doing their job as far as selling, helping customer select or find out what product is good for them and to make sure that the rep is creating a comfortable dialog with customer.

If **CG Docket No. 02-278** passes my job may end here, I love my job I like to help others in this job, I help sales reps better understand the customer, so they can learn how to talk to any customer in any situation. I help by keeping the sales reps understood about what is legal to say and what is illegal to say. It helps them earn more sales and money, it helps us as one **economy** the less people we have on **America's welfare** the more money the **Country** has, less likely they have to raise taxes on those who have money or have a job.

I strongly Urge you to say **NO** to the **National DNC list and restrictions on predictive Dialers**, you may be helping those who do not like telemarketers but you would be putting a knife in back of the **American Economy** and its people because in the end we all must work and do our part in **American Economy** it just like what **President John F. Kennedy** said "ask not what your country can do for you but ask what you can do for your country"

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List ABOVE

This is what my Parents have raised me on, they told me to support your country do what work you are qualified to do, be happy and grateful at what you are doing it, work hard, and know and understand that you do you are bring money to the **Country** and for its **economy**. I fully Support American Telemarketing Association's Proposed Modifications to the FTC rules

Sincerely,
Mark Ewoldt

A handwritten signature in black ink, appearing to read 'Mark Ewoldt', written in a cursive style.

210 N. 2100 W.
S.L.C. UT 84116

April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

I work at Teleperformance USA in Salt Lake City, Utah. I am a quality assurance specialist. My job is to make sure that the TSR's are providing excellent customer service, and are not misinforming customers or breaking vital rules.

My job is very important to me because like everyone else I have bills to pay, and I am trying to ensure a future for my family and me. I got this job when I had nothing to fall back on. I had been on the phones for about a month and caught laryngitis I lost my voice and couldn't work for almost an entire month in that time my bills fell behind because I couldn't do my job. I started working in this department, and since then my paychecks have been steady because work has been abundant. I value my job because it is helping me keep creditors off my back, and I have been able to save money for my future.

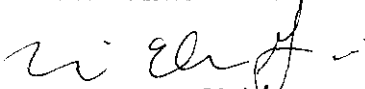
I deal with inbound mostly, but the programs I do monitor seem to have a lot of money saving value. Member works is one of the companies we work for that offers the most money saving programs. Metris does too. I would buy a Metris product because they mainly are for people who like to travel or to ensure that no one has accessed your personal information, or stolen your identity. To me it sounds worth it.

I don't feel it is fair for such a large abundance of people to loose their jobs because around 2.54% of the population doesn't agree with what is going on. For many of these people they are not qualified to do anything else, or they are unable to get a better job because they just got out of jail, or don't have a high school diploma. If all these jobs are lost then we as a country run the risk of falling back into an economical depression. With a war going on I would like to at least ensure some stability in my job, so that I may have a future for my family and me.

I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Maria Elena Garcia


210 N. 2100 W.
S.L.C. UT 84116

April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: Cg Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

I work at Teleperformance USA in Salt Lake City Utah. I am a Q.A. Specialist. My job entails monitoring TSR's at various locations. When I monitor I am evaluating the TSR's call performance (i.e.- is the TSR being polite/professional, are they following specific guidelines, etc.). I also notify their supervisor of the TSR's call performance (via e-mail of evaluations), and give suggestions as to what to do with a "bad" TSR. I also make a physical recording of the calls I monitor, as well as a written copy of what concern's there may have been.

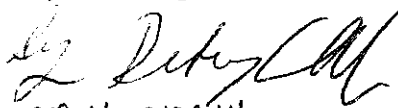
I appreciate my job because it has enabled me to be financially independent, as well as financially stable. I enjoy the atmosphere that I work in day in and day out. My co-workers are great people. My job is very important to me in the fact that it is allowing me to save money for my future family and my education. It has also helped me to be more responsible, and made it so I don't have to worry about how I am going to pay my bills. If I lost my job I would be living on the streets not knowing where to go, and my family would consider me a failure. I feel we are already a struggling economy as a country after everything that has happened over the past few years, and it would upset me greatly to see so many people loose their jobs because of a few complaints.

I feel that the products Teleperformance USA sells are beneficial to society in the fact that 80% of the products we offer are money saving programs, or are helping people to establish and maintain credit. Like Member Works, these programs are helping people to save money on everyday expenses at a low cost. We are reaching out to consumers that don't have time to shop around for sales just so they can save money. We are offering them the opportunity to save time and money.

I oppose the National Do Not Call list and restrictions on Predictive Dialers and further more I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Sy Detmongkhonh


210 N. 2100 W.
S.L.C. UT 84116

Thank you for your full consideration on this topic.

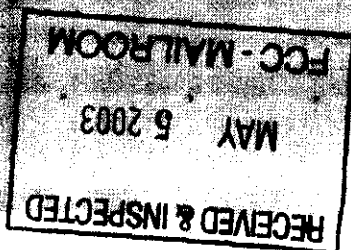
(Your first and last name)

(Your full home mailing address)

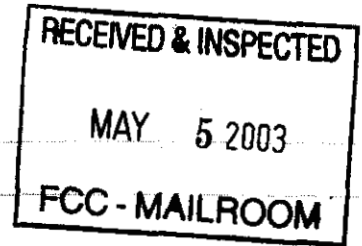
Nona Rawell, My address is 2701 Dawn Dr. #3

Grand Jet Co 81504

I work for Teleperformance USA. My job title is T.A.R. I love my job and really enjoy talking to people. The products we sell are great and I feel they are the best. Very nice people I talk to some of them are very interesting. I feel our products would really benefit our customers. My job is very important to me as I really need my job. I am a single person that has no help from anyone. I depend on my job to pay my rent, bills and also to buy my groceries. If I did not have my job I would be out



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Office of the Secretary
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Washington, DC 20554



Ref: CG Docket No. 02-278
Rules and Regulation Implementing the Telephone
Consumer Protection Act of 1991

Teleperformance USA
2699 Stirling Rd. Bldg. C
Ft. Lauderdale, FL 33312
Job Title - T.S.R.

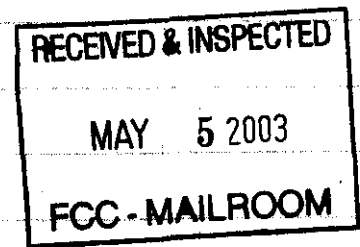
I feel my job is very important to me. I am a 23yr old college student currently living at home. I have been employed at my current job for the past 4yrs and 3months. I am very concerned about this new telemarketing law that was recently passed because my job might be in jeopardy. There are products and services we offer that are important and beneficial to our customers, such as credit card fraud and theft protection.

My job is important to my family because it takes that financial burden from my parents. My job has flexible hours, and that is important because as a student my schedule can be very erratic. The community will be greatly affected because thousands of jobs that are disproportionately held by working mothers,

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445 12th Street SW
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CG Docket #02-278

April 24, 2003



Commission's Secretary
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Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-218
Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

I'm an employee at Teleperformance USA located in Hollywood, Florida as a Telemarketing Sales Representative. I feel extra strong feelings when it comes to my job because I have to make a living as everyone else does. Right now I am a part time student and Teleperformance USA is very convient for me at this time. I can understand your part but can you understand my part. We here at Teleperformance are not running any type of scam. We are professional when it comes to our work. For our job to be band, it would hurt us very much because as I mentioned earlier, we also have to earn a living.

minorities, and students will be eliminated. If I lost my job, then my parents would have the undue financial strain of paying my bills and theirs as well. This situation would cause so much unnecessary tension and stress in our home. This summer, I might begin working in a co-op intern program that will give me work experience related to my psychology major. My summer job would supplement my current income. Until then, I still need a steady flow of income to pay my bills. I strongly oppose the National Do Not Call Registry, because the restrictions would decrease our calling market by about 60%.

If the FCC continues to enforce this Do Not Call Registry, it will hurt our ailing economy and increase welfare rolls and the unemployment rate. The FCC is becoming part of the problem and not the solution. I am in full support of whatever modifications are made by the American Telemarketing Association and Teleperformance USA.

Thank you for your full consideration on this topic

Cricia Pierce
17456 SW 22nd St.
Miramar, FL 33029

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ID

To end this letter of concern, I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank for your full consideration on the topic.

Alisha Bain
506 NW 3rd Street
Apt. 5 Dania, FL 33004

April 28, 2003

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

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Ref: CG Docket No. 02-218

Rules and regulations Implementing the Telephone
Consumer Protection Act of 1991.

I work at Teleperformance USA in Prattville, AL.
Inbound/Outbound.

My Job at Teleperformance USA is important to
me for many different reasons. It helps me to
communicate with others more efficiently, improved my
problem solving skills and has brought joy to my Job
knowing that I've saved my customers money and
helped them solve economic and quality problems.
My Job has taught me the importance of Equality
and Quality Service.

My Job has brought me from a homeless
situation to a proud, hardworking Citizen who
pays her bills and Child Support and seeks good
about what she does.

Loosing my Job would put me back at 1st
square and back into the State Welfare just
to make ends meet. A place where I have no
desire to return.

Having access to better Economic Solutions
is important to me as well as 100% of my
customers.

I Oppose The National DNC list and
Restrictions on Predictive Dialers.

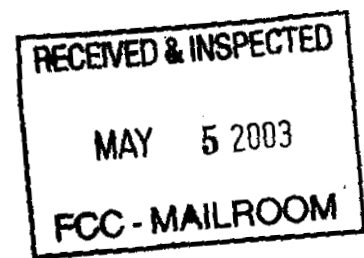
I Support Teleperformance USA's And
the American Telemarketing Association's
Proposed modifications to the FTC Rules.

Thank you for your full consideration on
this topic.

Nolly Hendrix
215 Cottage #B
Prattville, AL 36061

April, 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

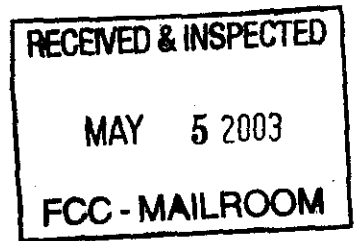


Ref: (C) Docket No. 02-27P
Rules and Regulations Implementing the TCPA of 1991

Currently, I am a TSR, as well as CSR employed by Teleperformance USA, with the branch located in Pocatello, ID. I've worked for Teleperformance USA for around four months total and everyday, I come to work prepared to make hundreds of calls everyday. At times, the job can be more stressing for us, when it is for the customers we're selling to. The products we've sold are at least worth trying out, as even though we want more members for the products we sell, we give the customer a chance to look them over and decide themselves. Telemarketing is an easy job to get into and pays well, which has allowed me to make sure bills were paid, and is great for people who can't work in some other places (like pregnant women and elderly people) and allow them to support themselves and not have to worry about debts or unemployment. Yes, telemarketers can be irritating, but people don't understand that there's multiple companies out there, not just one. A nationwide ban would hamper other's business, only because

Amanda Frey
103 Congress
Shubuck, Idaho 83202
(208) 237-3039

April 28, 2003



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket NO. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991.

To Whom this may concern:

My name is Amanda Frey and I am currently employed at Teleperformance USA in Pocatello, Idaho and I am an account manager. I really enjoy my job alot. It gives me the opportunity to meet new people and communicate with people on a daily basis which is one of the things I enjoy doing the most. It's a very easy job to do and to learn and because I am only 10 years old and still attending highschool I am not going to find another job that pays as good as this one does. It would be really difficult for me to have to go back to a job that would only pay me minimum wage because I have a car that I have to pay for and also a cell phone that I have to pay for, which isn't as important as having a car and being able to pay for it because it isn't a necessity, but if I don't have a good paying job to pay for my car then that leaves my parents trying to pay for it which would be difficult for them because they have their own things to worry about paying. This job is a great opportunity for me to get the education that I wouldn't be able to get otherwise such

a customer
them. I prefer company-specific DNC lists and think
they work appropriately. People continue to receive offers
even when they don't want them, only because they
would rather hang up or ~~do~~ do something ignorant
instead of simply request to be put on the company's
Do Not Call list. I hope this letter will help to
understand our viewpoint, rather than consumers who
refuse to take the time to tell a telemarketer, "Take my
name off of your company's calling list, please."

Paul Ankrom Jr.
5112 Yellowstone #12
Chubbuck, ID 83702

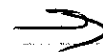
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Teleperformance U.S.A.'s and
the American Telemarketing
Association's proposed modification
to the FTC rules. Modification
is a much more reasonable
and efficient way to
protect consumer privacy
and satisfaction. Please
consider the effects of all
restrictions and barriers placed
on the telesales industry.

Thank you for your full consideration
on this topic.



As communication skills are being taught to carry on a conversation with people that I don't even know. I also learn how to handle mean and irate people. This job gives me the skills that would help me when I go out into careers. It gives me many skills and abilities that I couldn't get from working a minimum wage job like McDonalds or Burger King or someplace like that. I may only be 10 and in Highschool, but losing this job could have a huge impact on my family and I, alot more than it could seem like to someone that isn't actually in my position. This job is very important to me because it is a really good paying job and I need all the money that I can get to help out my family and also myself, also because as I said before it helps give me the skills that can better my future. It also helps out the community by saving them time and money and also because we have a great customer service that helps out the community alot.

I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Associations proposed modifications to the FTC rules.

Amanda Frey
1103 Congress
Chubbuck, Idaho, 83202
(208) 237-3039

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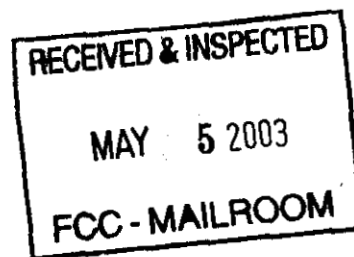
Hannah E. [unclear]
926 E. Bonneville
Pocatello, ID 83201

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

CG Docket #02-278

04/28/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
145 12th St SW
Washington D.C. 20554



Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

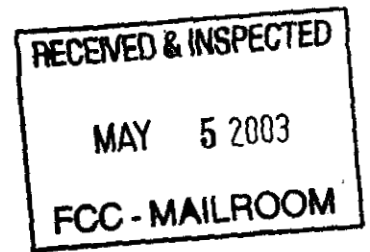
To whom it may concern,

I am a struggling student currently employed as a TSR at Teleperformance USA, in Pocatello, Idaho. I have been beyond pleasantly surprised by my experiences in telesales. I have been given the opportunity to drastically improve my communication skills, my telephone etiquette, and my knowledge of marketing techniques. I am confident about each and every product/service I solicit, because the clients that Teleperformance U.S.A. serve are ardently, sometimes violently committed to customer satisfaction. I personally will not sell a product/service if I believe the company to be misleading in their sales techniques. Many other TSRs feel the same way. Customers are offered practical, beneficial, and quality services/products and are given the information necessary to terminate their participation; underhandedness is not a common practice, nor is it in any way acceptable.

I personally depend on my job for the advancement of my education and also for the support of my mother, who is a widow as well as a special educator. Without this job, the burden placed on myself and my family would be unbearable. There are no other alternatives for my employment, because Teleperformance offers the flexible schedule I need for school, as well as wages not typical for younger people without college degrees.

I am adamantly opposed to the National Do Not Call List and regulations on Predictive Dialers, and I strongly support

Cherry VanGuis
346 N. 700 W.
Blackfoot, Id. 83221
208 684-3658



April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW.
Washington, D.C. 20054

Ref: CG Docket # 02-278

Dear Secretary,

I work for Teleperformance USA, Pocatello, Idaho
Call center. My job is talking, at which I must say I am
very good, I am an account manager, a sales rep, a
telemarketer if you will.

I feel that representing clients that uses telemarketing
is beneficial to consumers, not just themselves. The telemarketing
community provides a needed service to shut-ins, and people
that are so busy they haven't time to keep up with current
card information that is available to them.

I also believe that we as telemarketers keep
companies in a competitive mode, because the client does
hear the offers of other clients in our employment, this
brings the consumer the best that can be offered.
Should limits be imposed, of course they should,
people have the right to choose, and they make that choice
every day by talking to me.

All of the companies I work with have self-
imposed "do not call list," should they work fast
maybe. However, the people I speak with do not
mind talking with me, or having me call back.

over

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COMMISSIONS SECRETARY

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445 12TH ST. SW

WASHINGTON D.C. 20554

CG DOCKET 02-278

I currently work at teleperformance
USA pocatello, Idaho. I am an
accounts manager and I really love
my job. Without it I would be
a welfare recipient I could not
support my family at McDonalds.
The products we sell and the
service benefits those who would
otherwise not hear about these
great offers. I fully oppose the
national DNC list and restrictions
on predictive dialers and I
support teleperformance USA's
and the American telemarketing
associations proposed modifications
to the FTC rules.

Thank you for your consideration

Bobbi Bailey
US1 w Sherman #4
pocatello, ID 83204

I speak with very few people ~~that~~ ^{now} for
and we tell them about the DNC so it is
available to them.

Most of our states demand no badgering, our
Company demands ~~for~~ professionalism, and courtesy,
also respect of our potential clients, and every one
is a potential Client.

I must say that I do oppose the
National DNC List. Not only do I oppose
this because of my job, but what of the
People that appreciate these calls?

Sincerely Yours

Chris Dattner